

Project management and quality plan for designing and implementing an E-commerce system

1. PROJECT INITIATION DOCUMENT HISTORY

1.1 LOCATION OF THE DOCUMENT:

Document is available at the project team system at the below path
F:\MBA\IT Project management\ PID-Final

1.2 HISTORY OF THE DOCUMENT:

Version Number	Date of the Issue	Description of the version	Owner of the change control
1.0	17/08/2010	First issue of draft version	Project Sponsor
1.1	13/09/2010	Second issue of draft version	Project Sponsor
1.2	16/09/2010	Final version	Project sponsor

2. PURPOSE OF THE DOCUMENT

- To form the agreement between the project team and the sponsor team
- To identify the stakeholders
- To define the scope of the project
- Cost analysis and schedule for the project is estimated
- Quality plan is made for the project

3. BACKGROUND OF THE PROJECT

GREEN FOREST EXISTING SYSTEM:

Green Forest is a book company, which also sells stationary and related products. It currently only deals with, and has systems in place for walk in customers. They have planned

to expand their business by installing an E-Commerce system and by interconnecting all the other UK branches.

The existing system has features like sales forecasting, catalogues and descriptive material; financial accounting ledgers which include sales, purchases etc. and the existing system can handle only the walk-in customers in one outlet.

GHI existing software package can sell books and get orders placed through the Internet. Here the transaction is carried out using an electronic commerce transaction system called PAYPAL. By using this transaction system users have a secure payment method.

4. SWOT ANALYSIS OF THE GREEN FOREST PROJECT:

STRENGTHS OF THE PROJECT:

- In this project management many members in our group are from an information technology (IT) background which is very helpful to our project
- The cost of all products such as hardware and software are given, which is useful for cost estimation
- In this project we are use the latest technologies and software for the profitability of the company.

WEAKNESS OF THE PROJECT:

- In this project management none of our members is from an accounting/finance background
- Lack of project management experience among our group
- We do not have much idea of marketing strategy for marketing particular products and services in an organisation.

OPPORTUNITIES OF THE PROJECT:

- The online system of the organisation will increase the company's profitability and sale of the product.
- We can attract more customers through online marketing.
- As the company is small and has few competitors, we can easily promote the company in the market

THREATS IDENTIFIED IN THE PROJECT ARE:

- Competitors may use the same online methods to attract customers
- Consumers may prefer to buy the product from big companies or organisations, who have been using this type of software from the start

5. PROJECT DEFINITION: BUSINESS CASE

5.1 PROJECT OBJECTIVES AND GOALS:

- The most important objective of this project is to transform the present web service to the most recent technology and software
- The project should meet all the requirements of the company such as business objectives and profitability of the company
- To make all the work by the stakeholders completed in time in order to achieve the business goals of the company.

5.2 SUCCESS CRITERIA:

- Good relation and support from team members (stakeholders)
- Cost control by analysing the cost of the company
- The available budget should be in control
- Effective communication between the team members (for getting required information)
- Better quality control and management for each milestone in the project
- User acceptance is important in this project

5.3 PROJECT REQUIREMENTS:

- The current project needs co-ordination and the support of stake holders and sponsors in order to achieve the project goals and objectives of the user or organisation.
- Once the team meets all the user requirements then it can immediately start its operation on the project
- Better communication among team members and sponsors is required to accomplish the project goals

- The green ocean team will check the quality requirement in the project. This will be done by the quality management and should have clear idea of customer satisfaction on the quality of the product.
- The work break down structure is required for proper project planning in and division of the roles between project members
- The green ocean team will have to look at all the requirements such as software, hardware and online web services to get proper solutions.
- The green ocean team will have to test and control the project before they produce it to the sponsor and proper testing is to be done by the senior project management.

6. SCOPE OF THE PROJECT:

6.1 METHODOLOGY IMPLEMENTED IN THE PROJECT IS:

1. Project is initialised:

PID is prepared and all the required information is gathered to begin. Identify key stakeholders, project sponsors and assign project manager. Scope document is prepared.

2. Requirement is gathered from the customers:

User requirement is collected and confirmed. Quality review of the document is carried out and documents will be forwarded to upper management.

3. Requirement is documented and equipments are negotiated:

In this stage requirements are documented and the team will prepare a work break down structure. Hardware, software and ISP vendors will be indentified.

4. Project will be implemented:

Installations of the hardware and software are done at this stage. The system is designed and through unit testing will be done. Quality review will be carried out.

5. System is tested and training:

System will be tested with all robust conditions by the testing engineers. Once the system clears all tests, it will be ready for the user acceptance test. The quality team will review the system and conduct the quality audit. With successful user acceptance testing, the system can go live.

6. Project is reviewed:

The project will be reviewed and this will assess the final quality of system. This ensures the system is working as per customer requirements.

6.2 PROJECT SCOPE:

GHI existing software already supports the below features:

- World wide web(www) server to host music tracks and subscription date
- Links to the main catalogue of the old system
- Electronic commerce transactions processing system for subscriptions
- Secure payment processing system
- Purchasing and tracking orders online

The required bespoke modifications identified are:

- GHI should develop the module to interconnect the Green Forest branches all over UK.
- This system should support getting the stock from the different branches when there is a situation like out of stock, as well as interconnecting the database dealing with availability and storage of books.
- The books will be delivered to the customers through the private courier service by using the home delivery system, which takes less than two days from the date of the orders placed. A module will be needed to track the delivery system.
- The application should also provide support to customers in case of queries regarding the orders by means of a call centre which includes voice and non-voice.
- The application should also include integrating the online catalogue of the existing system.
- Warehouse should be managed by the required system in which stock purchasing, stock managing and stock distribution should be done.
- The data entry about the books and stationary should be provided by the required system.

6.3 WORK BREAK DOWN STRUCTURE:

1. Initialise

- 1.1 Business case is prepared
- 1.2 Key stakeholders are identified
- 1.3 Project contract is prepared

2. Planning phase of the project

- 2.1 Kick off
- 2.2 Project and team members are identified
- 2.3 Roles and responsibilities are assigned

- 2.4 Scope statement is prepared
 - 2.4.1 Deliverables and non-deliverables are identified

- 2.5 User requirements are gathered and confirmed

- 2.6 Schedule plan is prepared
 - 2.6.1 Gantt chart is prepared
 - 2.6.2 Network diagram is prepared for every stage
 - 2.6.3 Resource allocation is done
 - 2.6.4 Milestone list

- 2.7 Communication plan is prepared

- 2.8 Cost analysis
 - 2.8.1 Income and expenditure table is prepared
 - 2.8.2 Cost analysis and NPV is calculated

- 2.9 Quality is defined for every stage

- 2.10 Risk is identified

3. Implementing stage

- 3.1 Purchase of hardware and software
- 3.2 ISP is identified

- 3.3 Network
 - 3.3.1 hardware
 - 3.3.1.1 servers
 - 3.3.1.2 workstation
 - 3.3.1.3 printers
 - 3.3.1.4 routers
 - 3.3.1.5 cabling
 - 3.3.2 Software
 - 3.3.2.1 Windows XP OS
 - 3.3.2.2 Graphic designers
 - 3.3.2.3 PHP programmers(developers)
 - 3.3.2.4 Tomcat web server
 - 3.3.2.5 Database designers

- 3.4 Testing team
- 3.5 Prepare user guidelines

4. Closure stage

- 4.1 Deploy the project
- 4.2 Train end users
- 4.3 Provide end user guidelines
- 4.4 Client soil testing
- 4.5 Close off meeting
- 4.6 Closure

6.4 PROJECT DELIVERABLES:

- Project initiation document (PID)
- Installation of server operating system and windows operating system
- Networking and cabling the terminals and printers
- Install server
- User acceptance testing
- Load and design the current software to online e-commerce payment system
- A framework for continued support and training for the websites

6.5 PROJECT ASSUMPTIONS:

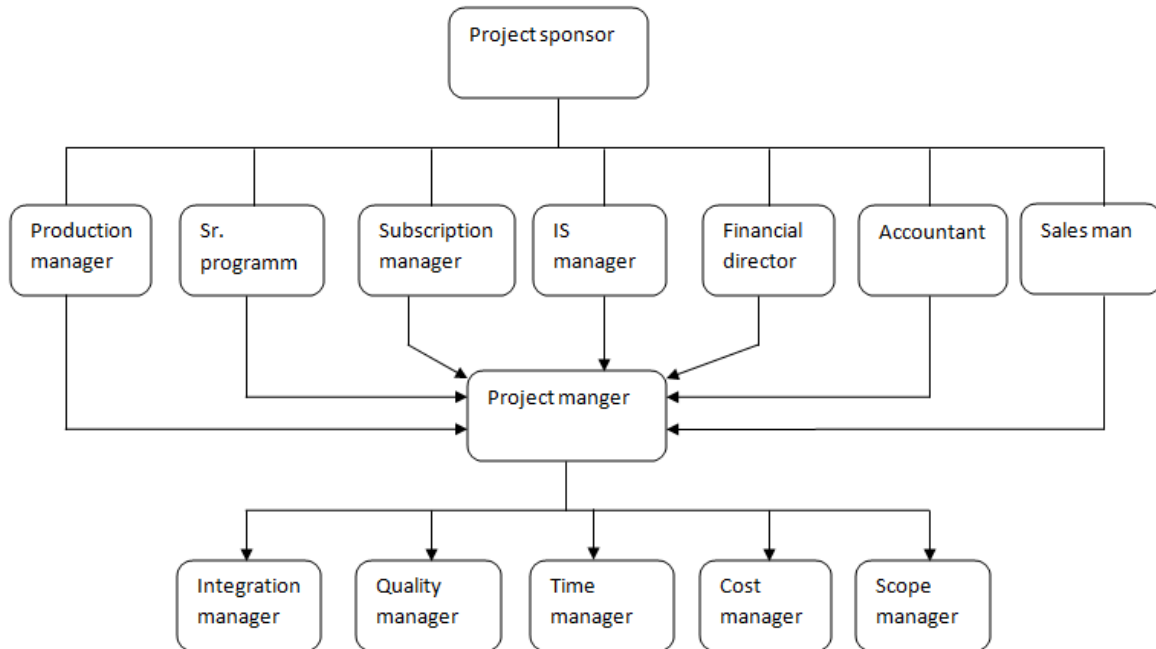
- The project should be completed in the given time by the team members to meet all the requirements
- A better and clear communication plan among the team members
- Delay in work in time may require a change in the project plan
- The green ocean team will complete the project goals and objectives in a given time and will minimise the total cost applied in the project

6.6 PROJECT CONSTRAINTS:

- Budget
- Availability of the required technical skills for the whole project life cycle

- Hardware, software and web hosting costs and availability

7. PROJECT ORGANISATION STRUCTURE:



8. PROJECT ROLES AND RESPONSIBILITIES:

Name	Project role	Responsibilities
	Project sponsor	<ul style="list-style-type: none"> ➤ Holds board meeting ➤ Giving guidelines to project members. ➤ Handles project related issues
	Cost manager	<ul style="list-style-type: none"> ➤ Estimation of financial budget ➤ Prepares income and expenditure plan ➤ Controls the financial activities of the project
	Time manager	<ul style="list-style-type: none"> ➤ Does critical path analysis ➤ Prepares Gantt chart ➤ Allocates the required resources
	Quality and risk manager	<ul style="list-style-type: none"> ➤ Prepare the quality plan, quality control, quality assurance for each stage of the project ➤ Prioritise the risks and do CAPA.
	Integration manager	<ul style="list-style-type: none"> ➤ Preparation of organisation structure, SWOT analysis and stake holder analysis report. ➤ Prepare project chart
	Scope Manager	<ul style="list-style-type: none"> ➤ Preparations of work break down structure, scope statement. ➤ Deciding the project deliverables and non deliverables.

9. INITIAL BUSINESS CASE- COST MANAGEMENT

9.1 ESTIMATING PROJECT COST

For estimating the project cost we need to first identify the variable and fixed costs.

Fixed costs:

- Internal server
- Developer's computer
- Internet connection hardware's

Variable Costs:

- Contract labour
- Internal implementation labour
- Maintenance contract
- Operational contract

9.2 FINANCIAL COST

9.2.1 Hardware Requirements

Particulars	Details	Amount
Internet Server	IBM system storage DS3524	£4000
Desktops for software developers.	4 DELL pc's	£2000
Internet connection hardware	Cables, terminals, hubs etc	£4800
Printers	Hp laser jet P3015X printer	£2000

9.2.2 Software Requirements

Particulars	Details	Amount
Graphic designing	Design - £8,000	£8,000
Software Developing	Programming - £10,000 Setup & installation - £3000	£13000+consultation fee
Operating System	For Server-Windows server 20 2010 For desktop-Microsoft XP	£6000
Creative suite	Adobe 5.0	£850 including VAT
Data base connectivity system	Oracle 10g complete software package	£400
Internet service provider;O2 broadband	20 MB download speed Unlimited download	£18 per month

9.2.3 Other costs

Particulars	Amount
staff costs including overheads	£120 per day for 100 days
Licensing fees for GHI existing system	£25,000
Bespoke modifications by GHI	£32,000
World wide web server system	£11,000

Total cost for one year = 228,300£

Note: A group of internal staff are working on the project. A detailed document showing the income and expenditure plan for six years is attached in the appendix section.

9.3 INCOME AFTER ONE YEAR:

1	Subscriptions during the first year of operation	-	700,000	1,500,000	1,500,000	1,500,000	1,500,000
2	Advertising and promotion of green forest comes from existing budget		10,000	66,000	66,000	66,000	66,000
3	Profits from advertisements		90,000	103,000	110,500	121,000	132,000
	Net benefits		8,00,000	16,69,000	16,76,500	16,87,000	16,98,000

9.4 CALCULATION OF NET PRESENT VALUE:

Year	Total benefits	Total costs	Cash flow=benefits+costs	Discount cash flow (15 %)	Current value
0	-	(22,8300)	(22,8300)	1	(22,8300)
1	800000	(51,900)	748100	0.8696	650547
2	16,69,000	(51,900)	1617100	0.7561	1617099
3	16,76,500	(51,900)	1624600	0.6575	1068174
4	16,87,000	(51,900)	1635100	0.5718	934950
5	16,98,000	(51,900)	1646100	0.4972	818440
					Net present value=4860910

Payback period = $1 + \frac{228300}{748100}$

= 1 year 3 months

Graphical representation of benefits and costs

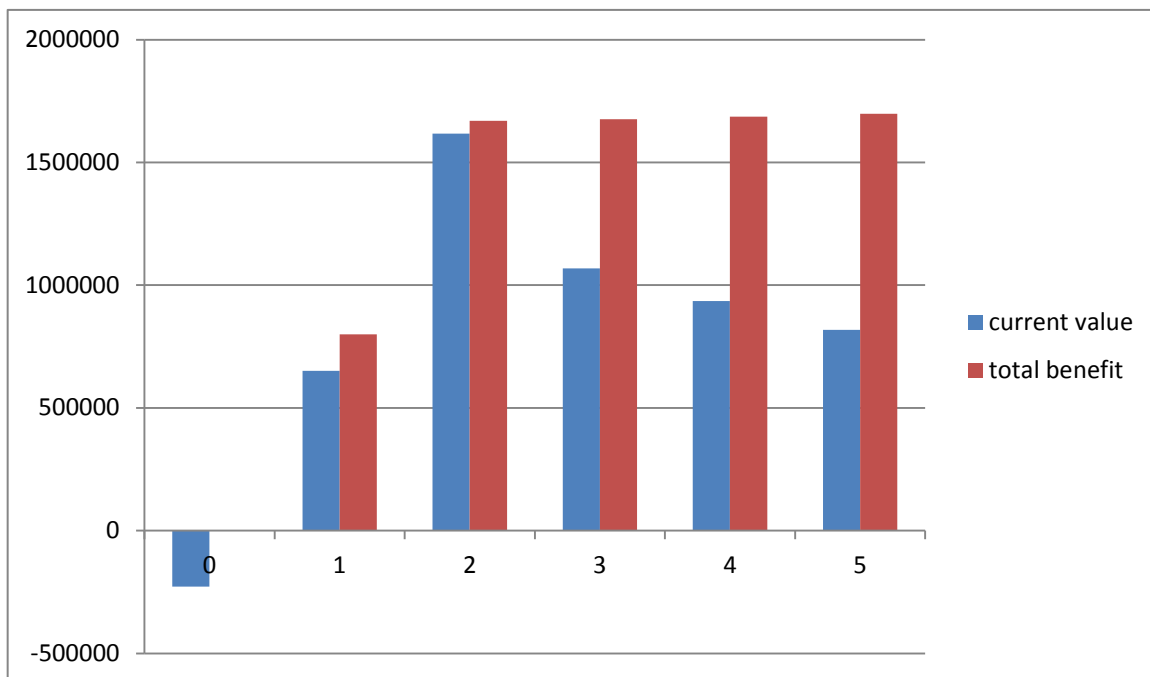


Fig: 1 Chart diagram of benefits and costs

Cost rationalization

- The estimated cost is based on the current market value of hardware, software, web server hosts and maintenance costs
- The net present value analysis gives positive results for N.P.V.
- Bespoke modifications are made in order to meet the future requirements
- The newly implemented system should be compatible with existing and upcoming technologies. The system design is made according to this vision. This is the reason why the total cost exceeded 10 % of the financial budget
- The calculated payback period shows that the newly developed system gives profit from the second quarter of second year
- Positive N.P.V and low pay back periods support the fact that the project is feasible.

Future focus

Since IT technologies are changing day by day, some factors and risks that may affect our cost calculation are listed below.

- The income and expenditure plan for next six years may vary since the software products are unpredictable
- Variable cost may change with years
- Changes in legislation such as tax etc can influence this estimation
- When new innovative technologies come in the ecommerce field in the future, the newly revamped system could become obsolete
- When new method of payment come in addition to the existing methods, the system could become incompatible

10. TIME MANAGEMENT

10.1 CRITICAL PATH ANALYSIS:

The project manager identifies all the tasks and estimates how long each should take to complete, ensuring the project can finish on time and trying avoid delays.

Activity Labels	Task	Preceded By	Duration (days)
A	Confirmation of user requirements	-	5
B	Providing options for solution to user requirements	A	5
C	Quality review for stage 2	B	1
D	Senior management meet to decide on which option to choose	C	1
E	Produce analysis documentation specifying user's needs	D	10
F	Quality review analysis	E	1
G	Negotiate with Hardware and Software vendors	F	1
H	Negotiate with ISP	F	1
I	Management approve and sign contracts	F, G & H	1
J	Install server in the computer suite	-	28
K	Load system software	J	2
L	Replace all cabling for terminals and printers	-	18
M	Install terminals, printers and Internet connection	L	5
N	Perform basic system test to ensure hardware working	M	2
O	Perform basic test of Internet connection	N & K	1
P	Quality review hardware installation	N	1
Q	Load and configure e-commerce and (subscription) payment software	O	10
R	Perform basic test of application software	Q	10
S	Prepare user guides/manuals	R	4
T	Prepare user training	S	3
U	Prepare user acceptance test plans	T	4
V	End users training	Y	4
W	Perform user acceptance test	-	7
X	Quality review acceptance test	W	3
Y	Authorize live use	X	0
Z	Project review	Y	10

10.2 NETWORK DIAGRAM FOR EACH STAGE:

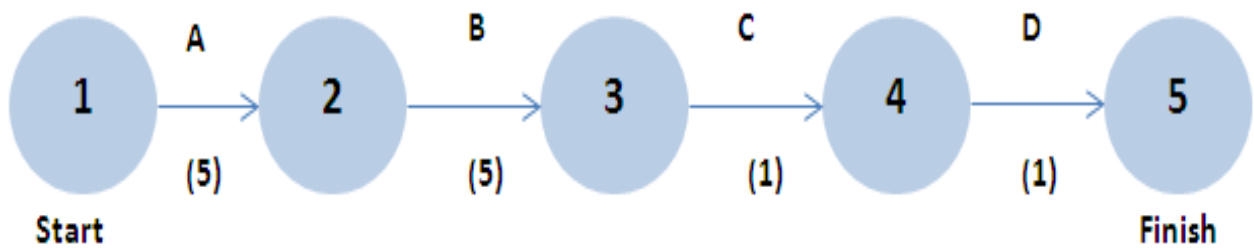
In the network diagram below, the node (circle) which is numbered represents the stages of completion of project. Each node is connected with arrows which represent activities that are described in the above table. The numbers with brackets represent duration in days.

1, 2, 3, 4 etc... represent **"NODE"**.

A, B, C, D etc... represent **"Task or Activity Label"**.

(5), (1), (10) etc... Represent **"Duration in days"**.

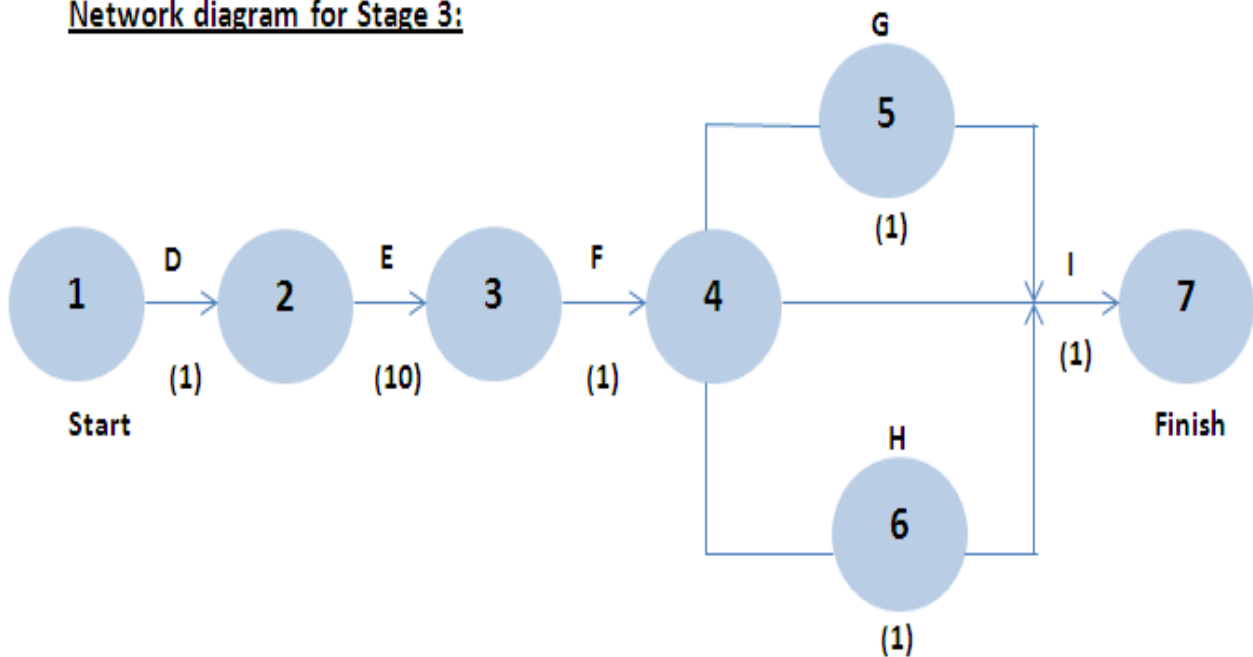
Network diagram for Stage 2:



Start → A → B → C → D → End

$(5) + (5) + (1) + (1) = (12)$ days

Network diagram for Stage 3:

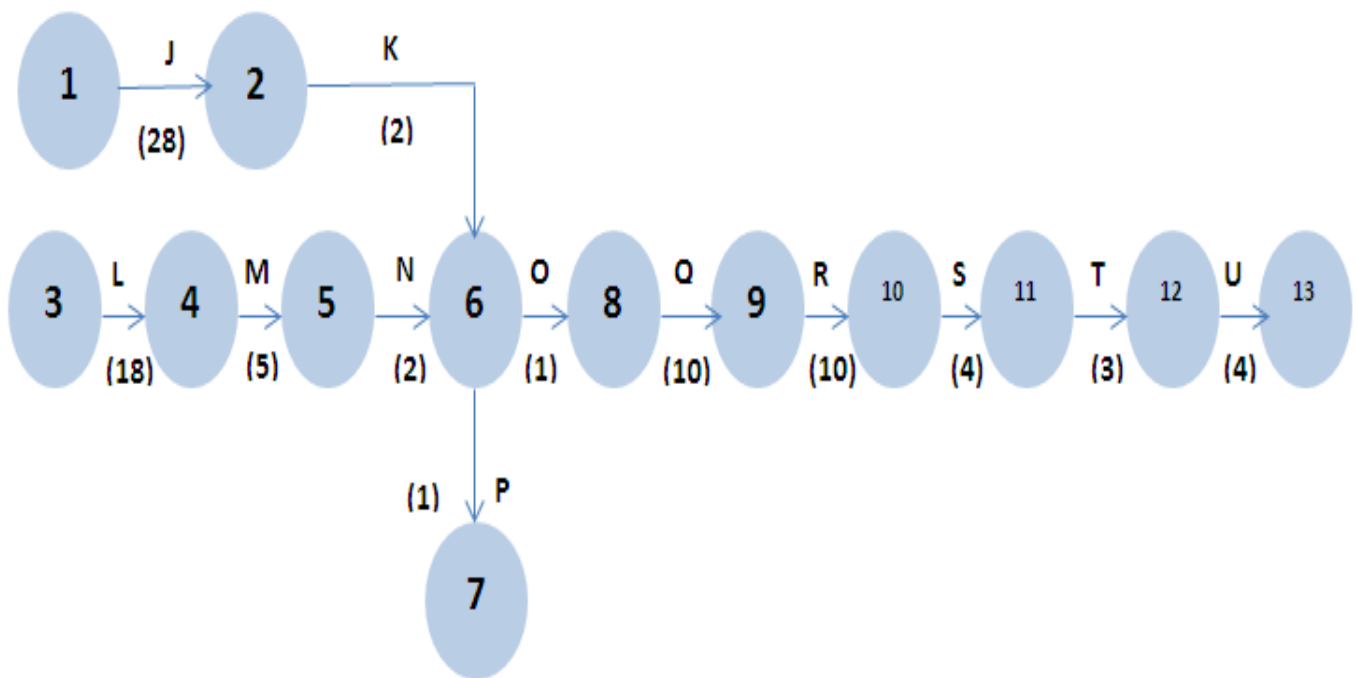


There are 3 possible paths:

- (i) **Start → D → E → F → I → End** --- $(1) + (10) + (1) + (1) = (13)$ days
- (ii) **Start → D → E → F → G → I → End** --- $(1) + (10) + (1) + (1) + (1) = (14)$ days
- (iii) **Start → D → E → F → H → I → End** --- $(1) + (10) + (1) + (1) + (1) = (14)$ days

Out of these 3 paths, paths (ii) and (iii) are the longest paths which needs (14) days to deliver all the activities in it. We call this one as "Critical Path".

Network diagram for Stage 4:

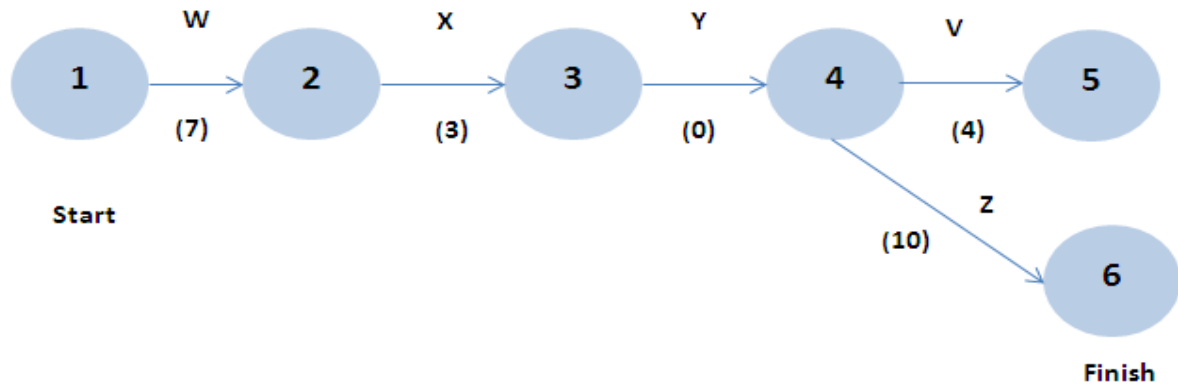


There are 3 possible paths:


- (i) **Start → L → M → N → O → Q → R → S → T → U → End**
 $(18) + (5) + (2) + (1) + (10) + (10) + (4) + (3) + (4) = (57)$ days
- (ii) **Start → J → K → O → Q → R → S → T → U → End**
 $(28) + (2) + (1) + (10) + (10) + (4) + (3) + (4) = (62)$ days
- (iii) **Start → L → M → N → O → P → End**
 $(18) + (5) + (2) + (1) + (1) = (27)$ days

Out of these 3 paths, path (ii) is the longest path which needs (62) days to deliver all the activities in it. We call this one as "Critical Path".

Network diagram for Stage 5:



There are 2 possible paths:

- (i) Start → W → X → Y → V → End --- (7) + (3) + (0) + (4) = (14) days
-  (ii) Start → W → X → Y → Z → End --- (7) + (3) + (0) + (10) = (20) days

Out of these 2 paths, path (ii) is the longest path which needs (20) days to deliver all the activities in it. We call this one as “Critical Path”.

Note: Please refer to the Gantt chart attached in the appendix section.

10.3 RESOURCE ALLOCATION:

The human resources assigned to work on the project are:

Resource	Number of Staff	Working Hour	Priority
Software Developers	4	40	High
Graphic Designers	1	40	High
Testing	2	40	High
Database Developers	2	40	High
System Admin	1	40	High

10.4 KEY MILESTONE LIST:

Milestone	Date
Stage 1 plans have to be provided to project sponsor	15/12/2010
Meeting has to be held to sign off work	30/12/2010
Approval from the management to proceed with the project	7/02/2011
Hardware testing	25/04/2011
Testing of e-commerce payment Software	25/05/2011
Prepare manuals, training and user acceptance test plans	9/06/2011
User acceptance test	24/06/2011
Project has to go live	30/06/2011

11. COMMUNICATION PLAN:

11.1 RESPONSIBILITY OF PROJECT MANAGER:

- The Project Manager manages internal project communication and spends 90% of his time communicating with clients, team members, vendors and functional managers within the organisation and has frequent interaction with key stakeholders to keep them in loop.
- Updating project status reports to teams, project sponsors and other stakeholders
- Monitoring the performance and progress of the ongoing project
- Organise team meetings either face to face or individual meeting
- Managing user acceptance testing and user training
- Managing and monitoring project budget, risk involved in the project and project schedule
- Resolving issues that arise in the project and their impact on system and other activities
- Reporting project deliverables and to get approval of the design specification
- Maintaining documentation for the project

11.2 GUIDELINES FOR MEETING:

- Circulate meeting agenda in advance (at least 5 business days in advance)

- Distribute meeting minutes within 2 working days following the status of items in the previous agenda, along with the newly added items.
- Only one person is allowed to speak one at a time, and everyone must pay attention
- Take down some notes and circulate them
- Be on time - each person is responsible for their own timekeeping
- Respect and welcome other people's ideas or thoughts
- Cell phone has to be in silent mode or switched off

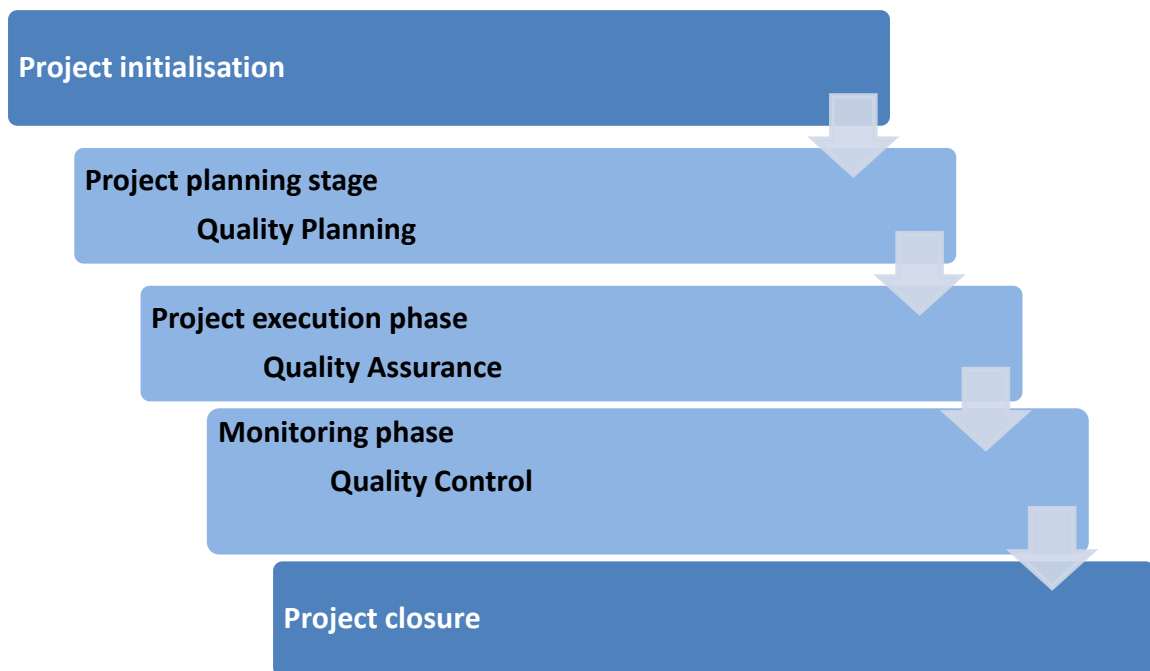
What	Why	Who	Audiences	When	How
Project Kick-off Meeting	To introduce team members and must follow project review, execution, scheduled Gantt chart and management approach	Project Manager	Project sponsor, relevant stakeholders, Project team	Once	Face to face meeting
Project team meetings	To review the project status along with the team	Project Manager	Project entire Team	Weekly	Conference call, Face to face
Technical Design review meetings	To discuss and develop technical design phase solutions	Technical Lead	Project technical staff	As required	Face to face meeting
Monthly Project status meeting	To report on the status of the project to management authorities	Project Manager	PMO (Project Management Office)	Monthly	Face to face, Conference call
Project Status Reports meeting	To report on the status of the project which includes budget, risk management and issues reports	Project Manager	Project sponsor, PMO, stakeholders, Project team	Monthly	Email

12. PROJECT QUALITY PROCESS

12.1 QUALITY MANAGER ROLE AND RESPONSIBILITIES:

- The most important responsibility of the Quality Manager is to ensure the E-commerce system developed is both process and product oriented.
- The Quality Manager will take care of the quality process from stage 1 to stage 5 and ensures that the E-Commerce is deployed in time and satisfies both the customer and the end users.
- The main objective of the Quality Manager is to ensure that the project will meet the set standards on all the deliverables.
- Documents will be made at every stage and have to be reviewed at every stage.

12.2 QUALITY LIFE CYCLE INVOLVED IN THE E-COMMERCE SYSTEM:



12.3 QUALITY PLAN FOR THE PROJECT:

Quality Materials:

- **Templates:** Specific templates are being developed according to the Green Forest standards.
- **Guidelines:** being formed in accordance with the Green Forest view to be followed throughout the project
- **Checklist:** prepared for both the management and engineering team for their work
- **Documentation Control:** Standards have been set for the documentation for every stage of the project.
- **Quality Audit:** Being arranged at the end of every stage in the project to ensure that quality has been maintained.

Quality Events:

- Minutes of meeting template should be used for the formal team meeting
- Quality audits of the user requirements and conformance the user requirements
- Senior managers should sign off quality requirement reports before proceeding to next stage
- Quality Certified hardware and software should be chosen for the system
- Certified ISP vendor should be used
- E-commerce developed should adhere to specific user requirements
- The testing team will certify the quality and produce the detailed report to the quality team, then the software can be delivered and user acceptance testing can be done
- Proper documents should be maintained and obtain sign off from all the relevant people
- Quality audit will be scheduled to monitor the progress of the project
- Quality audit will also be monitored by external body

12.4 QUALITY ASSURANCE:

- Quality Assurance team will be reviewed by the certified external quality team

- They will review all the checklist, guidelines, templates and quality plan
- The outcome of the review can be one among the below three:
 1. Approved: No change is required
 2. Further changes may be required and again quality review has to do be made
 3. Changes may also be required in the E-Commerce system developed
- They will record the process with date, time and sign off for future reference
- Quality assurance by the certified body will increase the confidence in the customers for the product been developed.
- This helps in mutual understanding and smooth execution of the project as we will earn customer confidence and loyalty.

Quality criteria for Change in the user requirements at any stage:

- Formal meetings should be conducted with the customers
- Once new requirements are collected, reports should be produced to the project board and should be signed for approval
- Redesign the work breakdown structure
- This will affect all the three constraints: time, scope and cost.

12.5 QUALITY CRITERIA FOR THE PROJECT MEMBERS AND VENDORS:

- Attendance for the meeting is mandatory

- Formal reports for all the meetings should be made
- These should be presented to the project board
- Project related documents will be created, circulated in time with date and version number
- Suppliers should strictly adhere to quality process and standards of both internal and external quality bodies
- Suppliers will also have to document all the relevant data and should get it approved

12.6 QUALITY CONTROL:

- Quality control will help to take corrective actions in case of quality failures.
 1. If any problems are identified with hardware or software then immediate actions should be taken to fix the problem without affecting the schedule of the project, as this will be the internal quality problem.
 2. Always back-up of all the documents in case of database crash.

13. PROJECT RISK FACTORS

13.1 TOP TEN IDENTIFIED RISKS:

1. Lack of common understanding about the project goals among the team members
2. Improper communication between the customers and the project manager
3. Change in the user requirements and the scope in the middle of the project.
4. Change in the Management board members
5. Change in the team members of the engineering team
6. Loss of data in any form
7. Hardware, software and Internet bandwidth problems
8. Crashing of the database servers and virus attack to the servers
9. Schedule and cost variance
10. New system deployment at the end user side

13.2 RISK LOG TABLE FOR THE PROJECT:

SI No	<u>Risk identified Data</u>	<u>Impact of the Risk</u> 1. Severe 2. Major 3. Moderate 4. Minor 5. Minimal	<u>Chances of occurrence</u> 1. Certain 2. Likely 3. Possible 4. Unlikely 5. Rare	<u>Corrective Action</u>	<u>Preventive Action</u>	<u>Assigned Member Of the Project</u>
1	Time constraint at the beginning of the project	3	3	Time schedule needs to redone with the acceptance of the stakeholders	Allocate more feasible time at the start of the project	Time manager
2	Scope constraint at the beginning of the project	5	2	Redefined scope should be well communicated among the project members	Scope should be well defined before the implementation stage of the project	Scope manager
3	Cost at the beginning of the project	2	2	Funds should be released soon without effecting the project schedule	Cost of the project should be well defined	Cost manager
4	Losing a Team member in between the project	4	2	Select another team member and train them quickly	Better to have extra resources with project knowledge	Project manager
5	Outsourcing of the project	3	3	Explain in detail about the project to the outsourced team	Predict at the initial stage regarding outsourcing	Project sponsor

6	Delay in the purchase of the hardware and the software	2	3	Training to the Team members	Have better schedule variance at the start of the project	Cost, project and time manager
7	Internet problem	2	3	Go for alternative ISP	Better to have primary and secondary internet connections	System manager
8	Time at the middle of the project	1	1	Add more team members or outsource the part of the project	Allocate more feasible time at the start of the project	Time manager
9	Change in the Scope in the middle of the project	1	3	Redefined scope should be well communicated among the project members	Scope should be well defined before the implementation stage of the project	Scope manager
10	Cost at the end of the project	1	2	Funds should be released soon without effecting the project schedule	Cost of the project should be well defined	Cost manager

14. PROJECT CHARTER

Project controls:-

Work break down structure

The green ocean team has to prepare the work breakdown structure in order to achieve the project goals and control the project from the planning made by the work break down structure. In this structure the whole planning and work to be completed in the project is described.

Communication:-

A better communication with the stakeholders and the sponsor will help to direct the project in a better way.

Project check:-

A certain check has to be done by the senior management in the team for better control of the project within specific period of time.

Project Assessment:-

The project assessment has to be done at various stage of the project by the team members to get new ideas which can be implemented in the project.

Final report: -

The green ocean team will test the project, such as the online web service, before submitting the final report.

15. PROJECT SUPPORTING DOCUMENTS

- SWOT analysis report
- Project roles and responsibilities chart
- Work break down structure
- Scope statement
- Cost analysis report
- Resource allocation
- Gantt chart
- Organisation chart
- Network diagram
- Communication plan
- Project quality plan
- Project risk log

17. REFERENCES

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7. Schwalbe, K. (2003). *Information Technology Project Management*. Boston: Cengage Learning.

18. APPENDIX

18.1 INCOME AND EXPENDITURE PLAN:

Costs and Benefits plan for Next six Years							
	Particulars	Expense in £ (2010)	Expense in £ (2011)	Expense in £ (2012)	Expense in £ (2013)	Expense in £ (2014)	Amount in £ (2015)
	Year	0	1	2	3	4	
	Costs						
1	New IBM Server with backing store, terminals, printers.	10,000 £	-	-	-	-	-
2	Desktops for software developers.	2000£					
3	Internet connection hardware including modems, hub and networking cables	4800£					
4	Annual hardware maintenance costs	-	10,200 £	10,200 £	10,200£	10,200 £	10,200 £
5	Secure server system for World Wide	11,000	-	-	-	-	-

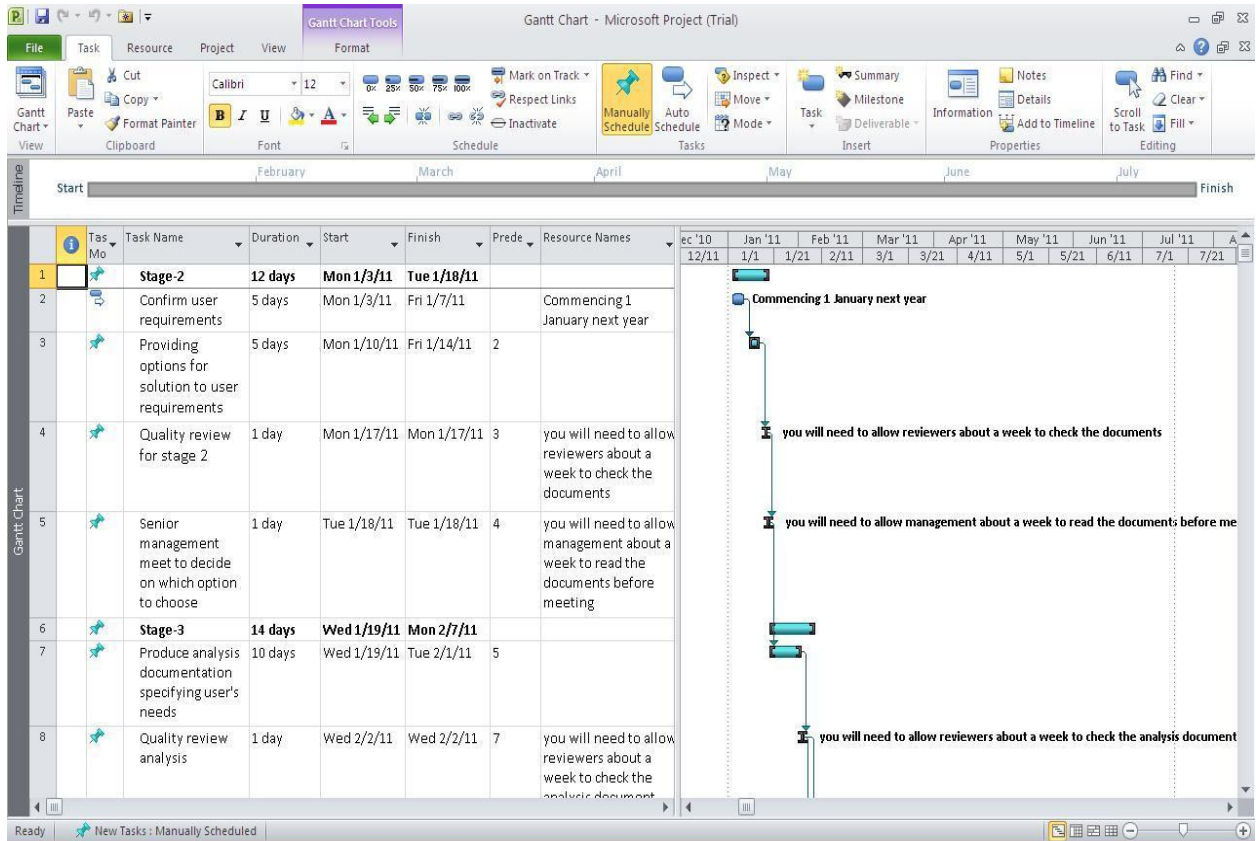
	Web	£					
6	Secure database connectivity system	8,100 £	-	-	-	-	-
7	Annual support fee	4500 £	4,500 £	4,500 £	4,500 £	4,500 £	4,500 £
8	Licensing fees for GHI existing system	25,000 £					
9	Cost for the bespoke modifications	32,000 £					
10	Software license	5400 £	-	-	-	-	-
11	yearly usage fee after starting live use	500 £	500 £	500 £	500 £	500 £	500 £
12	Fees for ISP's	2,000 £	2,000 £	2,000 £	2,000 £	2,000 £	2,000 £
13	Yearly support fee (initial 12 month is free)		9200 £	9200 £	9200 £	9200 £	9200 £
14	The world wide web should be revamped after live use	3,000 £	6,000 £	6,000 £	6,000 £	6,000 £	6,000 £
15	Staff's salary involved in the project	120,000 £	-	-	-	-	-
	Additional	-					

16	operator salary.(including overheads)		19,500 £	19,500 £	19,500 £	19,500 £	19,500 £
	Net cost	228300 £	51,900£	51,900£	51,900£	51,900£	51,900£

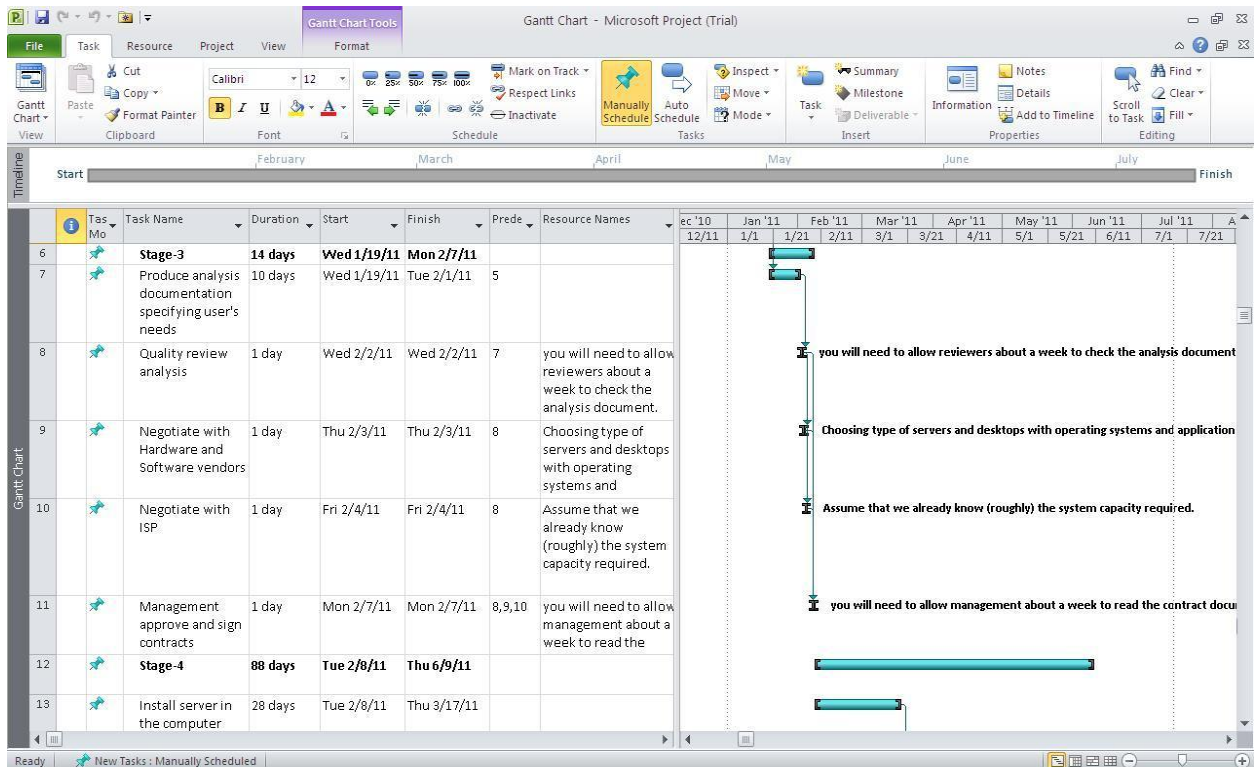
18.2 GANTT CHART FOR STAGES 2-5:

The Gantt chart is created by using the **Microsoft Project 2010** tool.

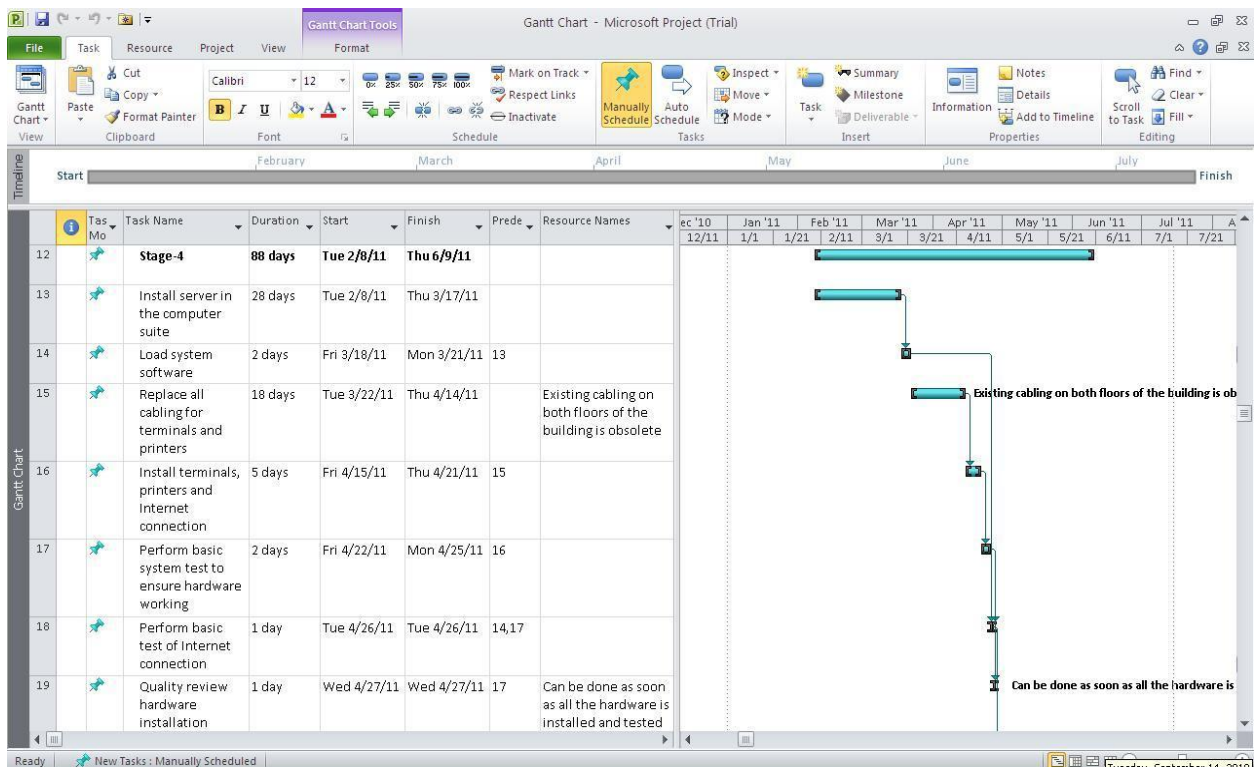
The screenshot for **Stage-2** activities with **Start Date** and **Finish Date** is attached below:

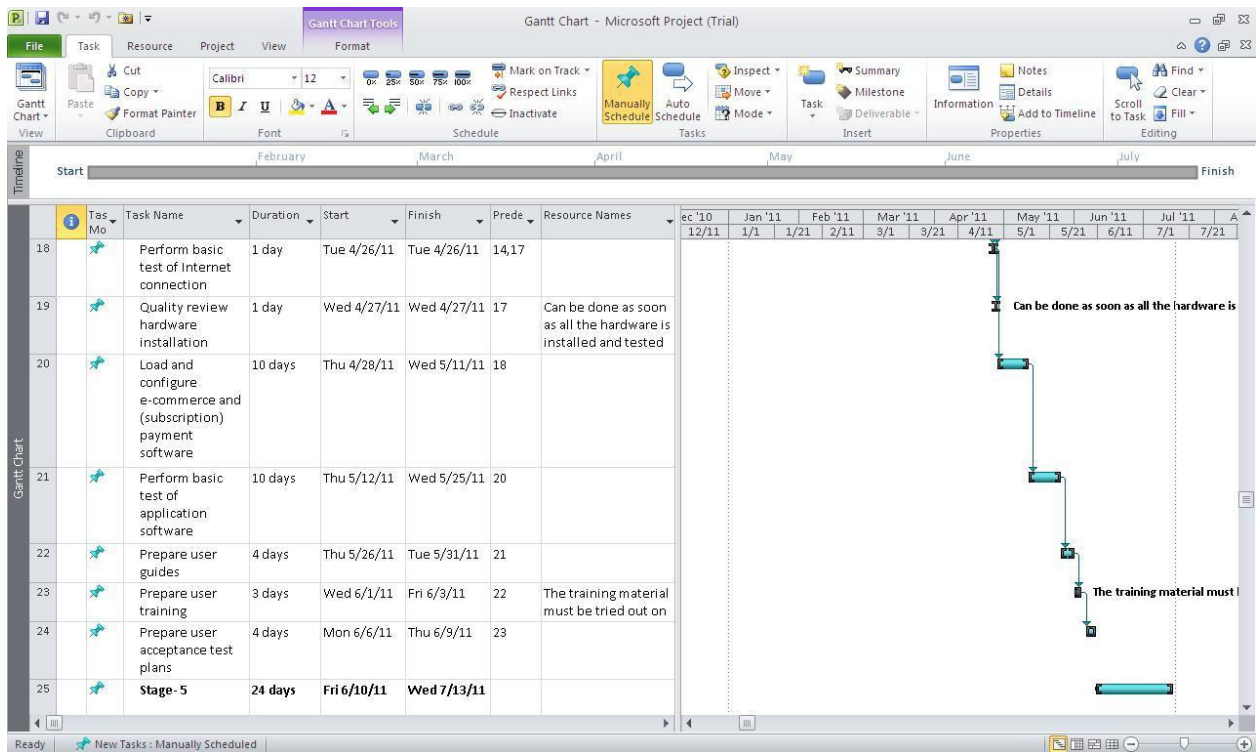


The screenshot for Stage-3 activities with Start Date and Finish Date is attached below:



The screenshot for Stage-4 activities with Start Date and Finish Date is attached below:





The screenshot for Stage-5 activities with Start Date and Finish Date is attached below:

